

**NEW JERSEY CIVIL SERVICE COMMISSION**

**2016 COUNTY CORRECTION LIEUTENANT**

**SUPPLEMENTAL EXAMINATION MATERIAL**

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## Introduction

The following material is intended for use with the NJ Civil Service Commission's County Correction Lieutenant Examination. The situational judgment questions contained in the examination will reference the fictitious Exeter County Correctional Facility. The contents of this material include an organizational chart, staff biographies, a facility floorplan, and general facility information which includes standard operating procedures. The material is not intended to be comprehensive or exhaustive, nor is it the sole source of answers to the situational judgment questions.

The purpose of the situational judgment questions found in the examination is to measure abilities such as supervision, decision making, problem solving, etc. The purpose of this supplemental material is to provide candidates with a uniform set of standards to abide by, as well as a context for which to answer the scenarios presented in the situational judgment questions in the examination for County Correction Lieutenant. This information will be provided to you on the day of the examination, but it is highly recommended that you review this material before your examination, in order to have ample time to answer the test questions. Please **DO NOT** bring your own copy of this material to the exam center.

*This material should **ONLY** be used to answer the situational judgment questions contained in the examination booklet*

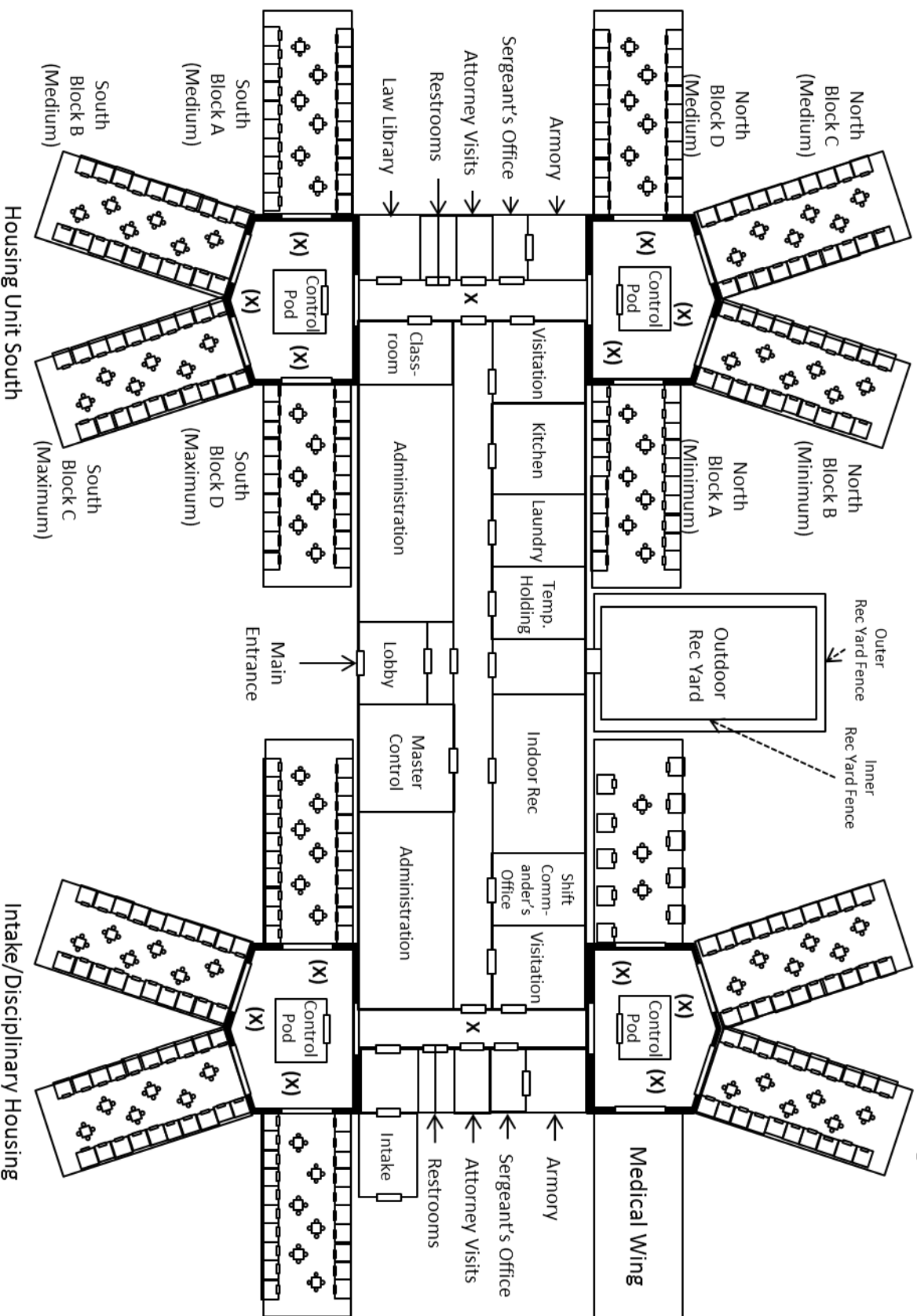
Inmate Seating  
 Officer Post  
 Roaming CO Patrol

(X)

# Facility Floorplan

## Housing Unit North

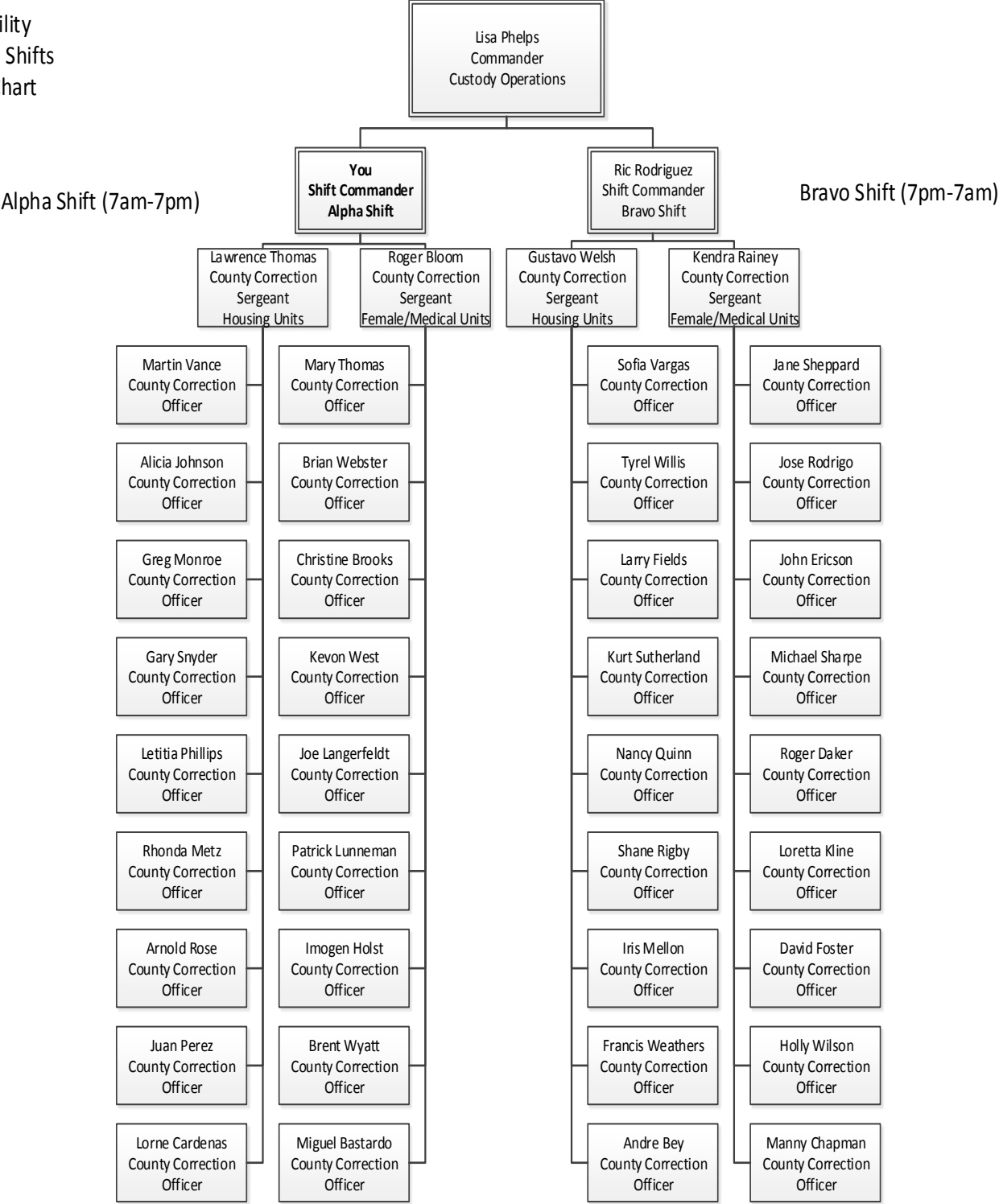
## Disabled/Female Housing



West

East

Correctional Facility  
Alpha and Bravo Shifts  
Organizational Chart



## **General Facility Information**

The Exeter County Correctional Facility was built in 1995 and was designed to house a maximum of 500 minimum, medium, and maximum security male and female inmates.

Layout (refer to facility floorplan on page 4)

- Housing Units: The facility contains four housing units.
  - The west side of the facility contains Housing Units North and South, each containing four blocks (North A-D, South A-D).
  - The east side of the facility contains a disabled inmate/female inmate housing unit on the north side. This area also contains a medical wing which is staffed by a doctor and nurses and is available for all inmates to use. The east-south side is for new inmate intake and also contains a disciplinary detention block.
  - Each of the four housing units contains four secure blocks and one central control pod (pod). The pods are manned at all times by a correctional officer (CO) who controls the doors for entrance to the housing unit and each of the four blocks. The area between the pod and the housing blocks is called the moat. Access to the pods is locked at all times, and control pod officers can only allow access into the pod when there are no inmates present in the moat.
  - Access to each of the blocks within a housing unit is made via sally ports. Access from the moat to a housing block is controlled through a series of two doors, one of which is always closed. Under no circumstances can both doors to the sally port be open at the same time. Meals and medical prescriptions are given to inmates through serving holes cut into the sally ports, so that doors only have to be opened and closed during inmate transport.
  - Most housing unit blocks contain: 20 cells which can sleep up to two inmates each; tables and chairs in the day room area; a set of pay phones; and a restroom/shower area at the back of the block. The exception to this is the east-north housing unit. In addition to the medical wing, this housing unit also contains a block of 10 cells for use by medically and/or developmentally disabled inmates.
  - Each housing unit area (east and west) contains each of the following:
    - Armory – For storing items used for tactical operations. It is accessible by any correctional officer of sergeant rank or higher. The key to each armory is kept in the north control pods of each housing unit (east and west). Each armory contains: 10 riot shields, 10 batons, 10 helmets with face shields, 10 pairs of hand cuffs, 5 pairs of foot shackles, 10 flashlights, and 10 containers of oleo capsicum (pepper) spray.
    - Sergeant's Office – Custody sergeants use this designated office to draft reports and to confer with and counsel officers.
    - Attorney Visits – This area is designated for inmates to have private meeting sessions with their attorney.
    - Restrooms – For use by facility staff only.

- Other important areas
  - Outdoor Rec Yard – The north side of the facility contains an outdoor recreation yard which is used by all facility inmates. The yard is surrounded by an inner 8’ high chain link fence and outer 12’ high chain link fence topped with barbed wire.
  - Indoor Rec – An inmate gymnasium which can host recreation and other activities that the classroom cannot support.
  - Visitation – Each housing unit area contains a visitation room with two access points: one for inmates and one for visitors. Visitors are escorted by officers to the visitation room during the designated inmate visitation times.
  - Kitchen – Meals are prepared for inmates in this area. Meals are sent to each of the housing blocks during meal time via wheeled, stackable trays.
  - Laundry – Inmate clothes are washed and cleaned here.
  - Temporary (temp.) Holding – Inmates that need to be temporarily separated from the general inmate population can be placed here until a new housing assignment is created for them.
  - Master Control – All doors to the secure (non-administrative) areas of the facility are operated here. Access to each of the housing unit blocks is done via each control pod, but can be operated from master control as well. This area is manned at all times by a correctional officer.
  - Shift Commander’s Office – The supervising lieutenant or captain is stationed here.
  - Classroom – A multipurpose room used by inmates for classes, meetings, etc.
  - Administration – Offices for the facility’s administrative staff, including the warden and civilian staff.
  - Lobby – The entry point for facility staff and visitors. This area is manned by correctional officers who are responsible for searching visitors, assigning visitor badges, and arranging escorts for visitation.

General Personnel Information (refer to organizational chart on page 5)

- **Please note** that the organization chart listed on page 5 is for reference purposes in regard to *your* position. It is **NOT** comprehensive and does not represent the full staffing of the Exeter County Correctional Facility.
- Custody Staff /Administration Staff
  - Staff in charge of inmate incarceration and well-being are known as custody staff. You have been assigned to a custody staff position at this facility.
  - Staff in charge of the day-to-day facility operations are known as administration staff. They work eight hour days, five days per week.
- Custody staff work a set 7 a.m.-7 p.m. or 7 p.m.-7 a.m. shift, with an alternating two days on, two days off, three days on, three days off, two days on, etc.
- Custody staff are allowed to trade shifts with each other at the discretion of their immediate supervisors. Officers who abuse this policy or who are facing disciplinary action may be denied a shift switch.
- Custody staff can work overtime of up to four additional hours per shift. Under no circumstance may an officer work more than sixteen hours in a given shift.
- Staff may not bring cell phones into the facility, which is considered a serious violation.
- All facility staff should let their immediate supervisor know if a member of their family or extended family has been incarcerated at Exeter County Correctional Facility.

### General Inmate Information

- New inmates are brought into the facility and placed into the intake unit until classified into one of three security levels. Inmates can be reclassified for changes in behavior or violating facility rules/procedures.
  - Minimum Security – These inmates wear blue jumpsuits and can be granted the higher level of trustee status. Minimum Security inmates are placed in Housing Unit North.
  - Medium Security – These inmates wear yellow jumpsuits and can be granted the lower level of trustee status. Medium Security inmates are placed in Housing Unit North or South, depending on availability of cells.
  - Maximum Security – These inmates wear red jumpsuits and cannot be granted trustee status. Maximum Security inmates are placed in Housing Unit South.
- Some inmates can take on jobs in order to decrease their time at the facility. These inmates are designated as trustees. Trustees with the lower level of status must remain in their housing unit area (east/west), but can assist with meal distribution and act as runners within the housing unit area. Trustees with the higher level of status can work in the kitchen and laundry areas and can also assist with general facility improvement, such as cleaning and painting.
- Cell assignments
  - A maximum of two inmates can be assigned to one cell.
  - Inmates under medical disability status are assigned to the Disabled Housing Unit, which houses one inmate per cell.
  - Inmates in disciplinary detention are housed one per cell, unless there is an overflow issue. In that case, they can be assigned two to a cell.

### General Standard Operating Procedures (SOPs)

- Codes - This facility utilizes codes to designate different situation statuses:
  - Code Brown – A fight is in progress
  - Code Red – A fire is in progress
  - Code Yellow – A natural disaster is in progress
  - Code Blue – Medical emergency
  - Code Orange – Inmate escape
  - Code Grey – Situation still ongoing but under control
  - Code Green – All clear
- Probe team/reaction team
  - During a Code Brown, two teams assemble near the action area.
  - An initial probe team made up of three officers from the neighboring housing unit (north or south) assembles outside of the affected area ready to assist the CO who initiated the code.
  - A reaction team made up of five officers from the far side housing unit (east or west) assembles near the armory and equips themselves with riot shields, helmets, pepper spray, and batons in order to assist the probe team if necessary.
  - During a Code Blue, the probe team will assist with clearing out non-affected inmates and locking them into their cells (reaction teams are not utilized for a Code Blue).





- Control Pods (Pods)
  - Pods control access to the sally ports of each housing unit block, as well as the housing unit itself.
  - Pods control access to all of the cells within a given housing unit block.
  - Pods in the north housing units contain keys to the armory and doors of the offices in its associated housing unit.
  - Pod COs monitor activity within housing units and blocks via cameras and monitors.
  - Pods must be manned by a CO at all times, no exceptions.
  - Pod doors must be secured at all times, with the exception of allowing access into and out of the pod. Pod doors should **never** be opened while inmates are in the moat as this could compromise the security of the entire facility.
- Meals checks
  - Inmate meals take place at 5:30 a.m., 11:30 a.m., and 5:30 p.m.
  - Meals are prepared in the kitchen and preparation is overseen by a civilian staff member.
  - A CO is assigned to the kitchen at all times
  - Meals are brought to the housing units and distributed by runners to inmates in each block, via pass-thrus in each of the housing unit block's sally ports.
  - COs stand next to the serving trays and observe meal distribution for each block.
- Counts
  - A formal count of the inmate population takes place several times in a given 24-hour period: 7 a.m., 12 p.m., 7 p.m. for daytime shifts, and every 30 minutes from 10 p.m. to 6 a.m.
  - During counts, inmates must be locked into their individual cells and remain there until the end of count.
  - Counts are taken by COs working in the housing units who give their counts to the housing unit sergeant. The housing unit sergeant inputs the counts into the computer log and the counts are confirmed by the shift commander.
  - The shift commander confirms the count report and forwards the report to administration.
  - Any count discrepancies must be resolved immediately. Count discrepancies sometimes occur because some inmates may be out of the facility at court or may have been released from the facility before the computer system updates. These discrepancies are usually resolved by reaching out to administration and having them confirm inmates who are out to court or released.
  - Discrepancy resolution should be handled by the chain of command; a CO or sergeant should not reach out to administration to resolve count issues.
- Correction Officer Posts (Refer to the facility floorplan on page 4)
  - Each housing unit area (east/west) is assigned one sergeant and nine officers.
  - An "x" on the floor plan designates officer posts.
  - One CO is assigned to the hallway across from the entrance to the housing unit area. This officer logs all movement going in and out of the housing unit area. This CO will also occasionally escort inmates to various areas of the facility when necessary.
  - Three COs are assigned as roamers within each housing unit. They patrol the moat and each housing unit block throughout the day. They also escort inmates to different areas of the facility. The (x) on the floor plan indicates this dynamic, roaming patrol.
  - One CO is assigned to each control pod (north and south) of the housing unit area.


- Tours
  - Sergeants are expected to complete a thorough inspection (tour) of their operational area at least twice per day.
  - During a tour, the sergeant should check doors, window grates, gates, shower heads, fixtures, nozzles, etc., in order to check for tampering or weakness.
  - All tour times must be logged into the computer system.
  - Any abnormalities (e.g., loose gates, fixtures, etc.) must be resolved immediately and, if necessary, an investigation started into the cause of the abnormality.
- Medical Dispensary
  - Medications are distributed by a member of the medical staff to inmates within each Housing Unit Block at the same time.
  - Inmates line up at the sally port and receive their medication from the medical staff member while being supervised by an officer.
  - Officers are to observe each inmate taking their assigned medication.
- Logs/reports
  - Reports of officer and inmate movement and activities are kept by computer logs.
  - Officers in the housing unit hall post and in each control pod are expected to maintain their logs throughout the day. COs should input activity as it happens or as close to as it happens as possible.
  - Sergeants are also responsible for keeping activity logs.
  - Near the end of each shift, sergeants review their assigned officers' logs and forward them to their lieutenant, who in turn reviews the reports for accuracy and signs off on them.
  - Lieutenants forward all compiled logs to their captain, who reviews them for accuracy and signs off on them.
- Terminology
  - Trustee – An inmate granted special status and assigned to work details. Inmates can lose this status when their security level changes due to rules' violations.
  - Bunkie – Used to describe an inmate's cell mate.
  - Bagger – An inmate who has been or who is just about to be discharged from the facility. Baggers are out of the facility's area of responsibility.
  - Runners – A term used to describe trustees who perform general-purpose, "on-the-spot" assistance on an as-needed basis. They usually assemble in the moat area of a housing unit and wait for orders.
  - Pass-thru – A waist-high 2' x 1' area within each housing block's sally port that allows inmates to access food and medication. This allows items to be given to an inmate without having to continuously open the housing block doors.
  - Pod – The Control Pod is the area within each housing unit that monitors inmate activity within each block within that housing unit. It is manned by a correctional officer at all times
  - Moat – Area between the pod and the housing blocks. This is an area patrolled by officers, and runners assemble here for their work assignments. Food and medication is also brought into this area for distribution into each block's sally port.


## Staff Biographies


Listed below is information regarding some of the staff members who work at the Exeter County Correctional Facility. This information is not intended to be comprehensive, but rather give you a general picture of some your facility coworkers. Please refer to the organizational chart on page 5 for additional information.


	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	You	Shift Commander, Alpha Shift	Less than one year
	You are a newly-promoted lieutenant. You command Alpha Shift, which is made up of two sergeants and eighteen correctional officers (CO). Shift times are 7am-7pm.		


	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	Captain Lisa Phelps	Commander, Custody Ops	5
	Captain Phelps commands custody operations and is your direct supervisor.		


	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	Lieutenant Ric Rodriguez	Shift Commander, Bravo Shift	2
	Lt. Rodriguez has worked at the facility for nine years. He is your Bravo Shift counterpart. You meet with him for fifteen minutes at the start and end of your shifts to review the day's information.		


	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	Sergeant Lawrence Thomas	Alpha Shift, Housing Units	7
	Sgt. Thomas has worked at the facility for fifteen years. He is a very experienced officer and is an above average supervisor.		


	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	Sergeant Roger Bloom	Alpha Shift, Female/Medical Units	1
	Sgt. Bloom has worked at the facility for ten years. He is the facility's newest sergeant and has been doing a commendable job so far.		


	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	CO Martin Vance	CO, Housing Unit Pod Officer	2
	CO Vance is a relatively new CO to the facility. His performance reviews have been average.		


	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	CO Alicia Johnson	CO, Housing Unit North	9
	CO Johnson is a veteran officer. Her performance reviews used to be above average but her last review was below average.		


	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	CO Greg Monroe	CO, Housing Unit North	3
	CO Monroe is an officer with some experience. His performance reviews have been average.		


	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	CO Gary Snyder	CO, Housing Unit North	7
	CO Snyder is a veteran officer. His performance reviews are consistently outstanding.		

	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	CO Letitia Phillips	CO, Hallway	5
	CO Phillips is a veteran officer. Her performance reviews have been average. In her current post, CO Phillips is responsible for coordinating and escorting inmates from housing units to and from the medical unit as well as legal/personal visits.		

	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	CO Rhonda Metz	CO, Housing Unit South Pod	3
	CO Metz is an officer with some experience. Her performance reviews have been below average but her performance is not bad enough to warrant any major concern.		

	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	CO Arnold Rose	CO, Housing Unit South	10
	CO Rose is a veteran officer. His performance reviews have been above average. He often shares complaints and criticism about the operation of the facility, some of which are true, some of which are exaggerated, and some of which are completely false.		

	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	CO Juan Perez	CO, Housing Unit South	2
	CO Perez is a relatively new CO to the facility. His performance reviews have been outstanding.		

	<b>Name</b>	<b>Position</b>	<b>Years of Experience in Rank</b>
	CO Lorne Cardenas	CO, Housing Unit South	0
	CO Cardenas is a rookie and has been on the job for six months. He is heading for an average performance review.		

### Current Events at Exeter County

The following is a list of recent incidents and current affairs at the facility.

- There has been growing tension between the African American and Latino inmate population. Several fights have broken out between the groups, and the warden has asked staff to take necessary precautions in preventing flare-ups.
- The computers in the classroom have been working intermittently and some are completely broken. The deputy warden is currently pursuing a grant which will bring in new computers to the facility.
- Visitors have recently been able to bypass current security measures and smuggle in controlled dangerous substances (CDS) by putting them in liquid form on to paper and allowing the paper to dry. The CDS-laced paper is then mailed to inmates and has been difficult to detect via K-9 unit.
- According to facility officers, the influence of gangs is on the rise in your facility.